

Abstract

A call management method includes receiving an incoming call and transferring the call to an intended recipient device. If the recipient device does not answer the incoming call, the call is transferred to an intranet gateway. If the intended recipient is logged on to the intranet or is otherwise accessible on the network, the intranet gateway determines the network location of the intended recipient and transfers the call to the intended recipient. If the intended recipient is inaccessible, the incoming call is transferred to a call recordation system.